

# *Nursing Home Residents' Rights*

## *Abuse—What to Do*

You have the right to be free from abuse and neglect by anyone in your nursing home, including staff members, other residents, volunteers, family, friends, or any other individual. There are different kinds of abuse.

### *Physical Abuse*

Includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control your behavior.

### *Verbal Abuse*

Includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.

### *Sexual Abuse*

Includes sexual contact, sexual harassment, sexual coercion, and sexual assault. There should never be sexual contact between a staff member and residents.

### *Emotional Abuse*

Includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or

encouraging a resident to pay for favors or attention. It may also include encouraging you to purchase gifts that you do not want to buy.

### *Financial Abuse*

Includes theft of property or money and misappropriation of personal funds, such as charging for items of service included in the daily rate or for items or services you did not request.

### *Neglect*

Includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.

### *Isolation*

Includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regards to telephone calls or mail.

If you believe that you or another resident is being abused, you should immediately tell your Administrator and contact the Licensing and Certification District Office or the Ombudsman Program in your county. The telephone

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## Abuse—What to Do *(continued)*

number for the local Ombudsman Program is posted in your nursing home. The nursing home must thoroughly investigate any alleged abuse and must report any alleged abuse to the local Ombudsman and/or police. In addition, they must report any “unusual occurrence” which threatens the welfare, health, or safety of residents to the local Department of Health Services, Licensing and Certification office within 24 hours of the occurrence. You may also want to call the police department if

there has been physical or sexual abuse or other serious crimes.

If you do not want to discuss the problem with anyone in the nursing home, and you believe that you or someone else at the nursing home was abused, you may call the Department of Health Services, Licensing and Certification District Office, or the Ombudsman program. The telephone numbers for both agencies are posted in your nursing home.



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### Licensing and Certification District Offices:



Alameda	(866) 247-9100	Riverside	(888) 354-9203
Bakersfield	(866) 222-1903	Sacramento	(800) 554-0354
Chico	(800) 554-0350	San Bernardino	(800) 344-2896
Contra Costa	(800) 554-0352	San Diego North	(800) 824-0613
Daly City	(800) 554-0353	San Diego South	(866) 706-0759
Fresno	(800) 554-0351	San Jose	(800) 554-0348
Los Angeles	(800) 228-1019	Santa Rosa	(800) 554-0349
Orange	(800) 228-5234	Ventura	(800) 547-8267
Redwood Coast	(866) 784-0703		